Office of the
Telecommunications
Adjudicator

# On the Day Process Update

Version 1.1

## Contents



### 1. Scope of Telecare "On the Day" Process

The key implication of the change to Digital/Fibre networks is that the technology used to deliver voice services completely changes.

This change in technical and operational characteristics provides communication providers (CPs) with the risk that some overlay services such as telecare won't work. Migration of these customers needs to complete as the PSTN is unsustainable – so there is no "do nothing" option.

It is therefore envisaged that all CPs will work with Openreach and the Telecare industry to construct a managed migration journey that minimises the risks to the end-consumer of failure of these services. NOTE: it is the intention to minimise the risks as far as practicable and reasonable, not eliminate them completely.

**Note: The 'On the Day' process supporting Telecare has currently been agreed between Openreach and its CPs. It cannot yet be assumed that all other providers of digital services and infrastructure will adopt this approach.**

The aim of Openreach and its CPs is to provide a managed install (i.e. engineer visited) journey for Telecare customers such that the attending Openreach engineer will know in advance there is a Telecare device present and has a scope of work that includes sufficient time to provide the new broadband and digital voice services as well as ensuring the Telecare device works – and in the event it does not – notifies the Telecare provider so they can rectify the issue and provide service as soon as practically possible post-migration. The scope will also provide the ability to install a CP provided Voice

Reinjection (VRI) faceplate and cable for those Telecare customers who require devices to remain plugged into the existing premises extension wiring.

Where appropriate and requested by a CP, Battery Back Up/UPS will be provided as part of the installation.

## 2. Intended Customer Experience

It is intended that the installation approach will help facilitate the following customer experience:

- They are left with a working broadband service
- They are left with a working digital voice service, that enables both inbound and outbound calls
- The customer is aware that their telecare device is reinstalled and working. Where not working the customer will be informed that their telecare provider has been made aware of the issue and will attend to resolve the matter
- The customer being able to retain the location of their phones/devices throughout the house when supported by their CP to do so via voice reinjection (VRI)

## 3. Summary of Changes to Current Telecoms Working Practice

The following is a summary of the key changes versus the existing Openreach/CP approach to migrating telecare users:

- A specific Telecare "Site Visit Reason" will be created to enable CPs to inform Openreach that a device is present and requires an appointment, an appropriately skilled engineer and a longer task time
- The Openreach engineer will visit the premises first, and will locate the telecare device and make a test call via the device over the legacy analogue PSTN service
- The engineer will inform the Alarm Receiving Centre (ARC) that the customer is being upgraded/migrated and request a telephone number to call post-install in the event that the Telecare device does not work over the digital service, in order to log the fault with the ARC
- The engineer will proceed with the upgrade/migration and ensure that the Openreach broadband and CP provided VoIP (digital) voice service are working correctly for both outbound AND inbound calls. If at any point the Openreach engineer cannot get either broadband or outbound IP-voice working, then they will revert back to the original legacy service. A future repeat appointment will be made once the identified issues have been resolved.
- Once Broadband and IP-Voice services are working, the engineer will reconnect the Telecare device and make up to three attempts to make a test call to the ARC. If after the three attempts the device hasn't successfully connected to the ARC, the engineer will ring the ARC number provided on first contact and log the fault with the Telecare device
- At this point the ARC will need to default to its standard fault process
- An Emergency Restoration of service process will exist, via the customer's CP, should there be an issue with resolving the compatibility issue with the telecare service or in replacing the telecare device with a digital version in a timely fashion [Note: Emergency restoration is only to be used as a

last resort, not to be used for generic Telecare device compatibility issues. The telecoms industry does not envisage any significant use]

## 4. Impact on Openreach/Communications Providers

- Openreach must implement a method to ensure CPs can clearly signal a "Telecare" install is required by placing a new SVR
- Openreach messaging must allow CPs to clearly understand and evidence progress through to either successful completion, reversion of the legacy services or the completion but with a fault reported to the ARC. This will require development to support new 'Reason Codes' that are particular to a telecare migration e.g. such that where a service is reverted a CP knows the issue that needs to be addressed i.e. VRI required etc
- Billing solutions must be developed to bill on completion
- Engineering instructions and checklist needs to be developed
- Identify appropriately skilled Openreach engineers (not contractors) skilled in both copper/fibre products and any additional training requirements
- Ensure the appointing process supports morning (AM) only appointments and the allocation of appropriately skilled engineers
- iPhone development required to ensure an engineer realises they are dealing with a Telecare customer and to allow an engineer to view and capture closure tasks and record details of their call(s) to the ARC.
- Ensure the process can trigger the number port from the legacy service to digital voice at the appropriate point in the installation
- Develop reporting metrics that provide an understanding of how effectively the process is working i.e. orders placed, cancelled, completed, reversions, furthered (passed back to a CP) etc
- Ensure procedures and restrictions regarding visibility of are in place to adhere to GDPR regulation for any data held by Openreach

In parallel to the Openreach activity, CPs will need to undertake their own systems/process updates to capture the appropriate information at point of sale to allow the selection of the new Telecare SVR, and then consume/act upon the system updates from Openreach.

## 5. Requests of Telecare Providers/ARCs and Local Authorities

- We need Telecare providers to support a migration on the day process whereby their Alarm Receiving Centre provider take two calls from Openreach engineers.
  - The first call is to establish the existing service is working on the legacy network and to obtain a number to call should the telecare device/service not work post-migration.
  - The second call (post migration) is to check the Telecare device/service is working or to report that the broadband line/IP-Voice have tested OK but the Telecare device is not connecting to the ARC.
- On the initial call Openreach will expect the ARC agent to be able to proactively flag if the customer is so Highly Vulnerable that the engineer should not continue with the migration and abandon it.

The ARC can only instruct the Openreach engineer to abandon a migration where the endcustomer is identified as "highly vulnerable"

- Such 'Highly Vulnerable' individuals will need to be identified by the Local Authority / Telecare Service Provider. It is the responsibility of these parties to ensure their supporting ARCs are aware of any such individuals.
- It is hoped that the Telecare industry can work with CPs to ensure that "highly vulnerable" telecare users are flagged in advance such that either the migration can be deferred or they are proactively moved to a digital telecare alarm

- Telecare providers are anticipated as having an operational process to send their own engineers to re-establish a working telecare service post migration where an Openreach engineer has reported a device is not working following a successful migration of the broadband line and digital voice service
- Telecare providers are expected to be prepared to change devices to digital as and when required where the existing device cannot be made compatible with the digital line
- For the avoidance of doubt; With Openreach and its CPs, there is no planned geographical migration for lines associated with telecare users and as such it is anticipated that the calls and the changes will be evenly spread across the UK. This may not be the case for other infrastructure providers
- Alarm Receiving Centres are expected to have an ability to log calls from Openreach engineers and keep records of such calls for at least 1 year.
- Migrations only occur Monday – Friday (no weekends, no public holidays) as requested by Telecare ARCs. In addition, the Telecare SVR will only be available as an AM appointment. This is to mitigate risks occurring when there is a need to undertake a reversion to copper scenario and the engineer running out of time.
- Only previously connected Telecare devices will be reconnected to a migrated service. For the avoidance of doubt mobile only telecare devices will not be moved or touched by Openreach engineers.

## 6. Unhappy Path Scenarios

The following table shows which party is responsible during failure scenarios:

| Actor | Scenario |
|---|---|
| Openreach | (6.2) , (6.3) |
| CPs | (6.3), (6.5) , (6.6) |
| Telecare | (6.1), (6.4) |

### 6.1 Failure of existing Telecare device on existing legacy analogue service

This scenario occurs when the engineer arrives at the premises, finds the Telecare device connected to the existing legacy voice service, asks the resident to press the button to make a test call to the alarm receiving centre and the call does not connect (after three repeated attempts).

In this scenario the policy will be to complete the install of the Broadband and digital voice service.

As there is an existing fault on the telecare device which will drive a fault journey from Telecare provider, it is important to complete the IP migration so that when Telecare engineer arrives the migration is complete and they can ensure the device they use is compatible with the new broadband and voice services

In this scenario the Openreach engineer will move the telecare device and connect it to the new working digital voice service and try to make a test call. This is to cover the scenario where the Telecare device isn't working on the legacy analogue network service due to a network fault, and moving to IP Voice service would have a beneficial result of restoring the Telecare service. Additionally, it will mean that the telecare device is correctly connected to the IP service when the Telecare service engineer arrives at the premises so that they can ensure a new device is correctly connected.

Where the telecare device is not working on engineer arrival on the existing services it is acknowledged that there are two sub scenarios

1) The fault is known and the Telecare service provider already has a fault in progress

2) The fault is unknown

To mitigate the impact where the ARC is unaware of the fault and the engineer unable to report it, it is recommended that all telecare alarms be labelled with a number that the engineer can call to contact the ARC report an alarm fault.

### 6.2 Failure to provide a working broadband service

This scenario occurs when the engineer is unable to provide a working broadband service subject to the normal quality checks.

In this scenario the policy is to reinstate the legacy analogue based service and check the Telecare device is operable – informing the ARC that the migration has been abandoned by pressing the button on the [reconnected to legacy analogue service] telecare device and speaking to the ARC agent. If the Telecare device fails to contact the ARC successfully after 3 attempts, the Openreach engineer will contact the ARC on the alternative number provided by the ARC on the initial call to report the fault.

### 6.3 Failure of CP to provide working outbound voice service

This scenario occurs when the engineer has completed the install of the broadband service, has connected a resident data device and demonstrated a working broadband service. The engineer has connected the residents phone equipment and attempted and failed to make the outbound call, concluding the IP voice service is not working.

In this scenario the policy is to revert the services back to legacy analogue voice. Failing the job and informing the CP that the digital voice service is not working. The engineer will inform the Telecare ARC through pressing the button, or getting the resident to activate the Telecare device, that the install has been abandoned. If the Telecare device fails to contact the ARC successfully after 3 attempts, the Openreach engineer will contact the ARC on the alternative number provided by the ARC on the initial call to report the fault.

### 6.4 Failure of Telecare device when connected to working outbound IP voice service

This scenario occurs when the engineer has provided working broadband, has proven the CP provided IP voice service is working for outbound calls and has connected the telecare device to the service and has asked the resident to press the button to connect a call to the alarm receiving centre and the call does not connect successfully

The policy in this scenario is for the engineer to ask the resident to try a further 3 times to press the button to try and connect a call to the alarm receiving centre. In failure of all of those call attempts then the engineer will

- Instruct the CP to port the number to the digital service

Phone the ARC on the number gained on the first call to instruct them the Telecare device isn't working, so that the ARC can use their existing fault processes to dispatch a telecare engineer. In the event that the engineer cannot reach the ARC (number engaged, number unobtainable) then the engineer will continue with the install and also test inbound calling. In the case number is engaged then engineer will continue to retry until success, in the event the number is unreachable (engineer incorrectly captured number or agent gave out wrong number) then calling the ARC will be abandoned. In this instance Openreach/CP will be reliant on the Telecare service provider to realise there hasn't been a completion conversation with an Openreach engineer – and they should initiate a call out to the resident to establish whether or not the service is working. It would be a useful general principle that where an Openreach engineer reports they are undertaking a migration, that the ARC tests/calls the device/user after 60 minutes, should they have received no further contact have been received from the Openreach engineer.

In addition, a per scenario 1 , it is recommended that all telecare alarms be labelled with a number that the engineer can call to contact the ARC report an alarm fault.

### 6.5 Failure of CP to provide working inbound voice service at point of install

This scenario occurs when the engineer has successfully completed the install as described, with outbound voice working, the Telecare device is connected (and whether it is working or

not working reported to ARC). After the number port has been triggered the engineer will wait up to 15 mins for the number port to complete, then make a test call from a mobile to the fixed number to test inbound calling. If this inbound call does not work (i.e. the number has not yet ported – this is for the CP to expedite. In this case, the customer is left with a working outbound voice service only at the point the Openreach engineer departs. The inbound should work afterwards, subject to CP number porting processes. It is proposed that the Openreach Engineer will notify the CP via the closure message that the number port had not completed so that the CP can follow up and ensure it has worked correctly.

In this circumstance Openreach will have left the end-customer with a working broadband and working outbound voice service so that the customer (or relatives/carers) has access to 999 services, as well as raising a fault with the Telecare alarm receiving centre so that the customer gets appropriate support.

The end-customer will be advised that their incoming calls will start working shortly.

Given that a vulnerable person is involved, they may not be able to understand/be capable to raise a fault with the ARC. The Openreach Engineer will notify ARC before leaving that inbound voice is not yet working so that ARC is aware and can make necessary checks to confirm it is works subsequently or that a fault should be raised with the CP.

The closure codes will also flag the issue to CPs so that they know to test the inbound telephony and if necessary expedite the resolution.

### 6.6 Failure to complete install – Extension wiring required and no VRI faceplate and cable supplied by CP

This scenario occurs when the engineer discovers that the Telecare or other telephony devices need to be positioned in the premises at a point that requires connection to premises extension wiring and the CP has not supplied either the Voice Reinjection (VRI) faceplate nor the cable to enable the engineer to complete the work.

In this scenario the engineer will not progress the migration but return the job to the CP as incomplete so that they can reappoint the order, ensuring that they have dispatched both the VRI faceplate and the cable to the end customers premises ready for the subsequent engineer to install.

## 7. Variances between KCom and Openreach approach on-the-day

Broadly the two approaches are very similar, although given its coverage area KCom is able to work much closer with the councils in the affected area to identify affected users and communicate around the timing/impact.

Like the Openreach process, KCom will be using their own trained engineers and testing per and post installation and contacting the ARC to inform them of the activity/status. The KCom engineers will be instructed to undertake a “discovery” discussion around how the customer uses their services, whereas the Openreach approach is likely to simply be around locating the devices the CP has asked them to

connect. As part of their "discovery" activity the KCom engineers will identify where it is appropriate to provide a free digital handset, BBU and SIM-free mobile phone.

Similar to Openreach, where the telecoms services fail the line will be reverted. If the issue lies with the Telecare alarm, this will be handed over to the ARC to be resolved.

As part of the KCOM process where a highly vulnerable customer uses the line for medical equipment, attendance on site will be co-ordinated by KCom. The Openreach process does not address this customer group and as such, should not be used for this scenario.

## 8. Glossary of Terms

| Term | Explanation |
|---|---|
| ARC | Telecare Alarm Receiving Centre |
| CP | Communications Provider |
| EROC | Emergency Restoration of Copper (i.e. analogue service) |
| Furthered | Passed back to a CP from Openreach where they are unable to complete the work without further action from the CP |
| GDPR | General Data Protection Regulation |
| OTA2 | Office of Telecommunications Adjudicator |
| PSTN | Public Switched Telephone Network – The legacy analogue telephone network |
| SVR | Site Visit Reason – Allows a CP to specify the nature of work required as part of an appointed (visited) Openreach installation |
| UPS | Uninterruptable Power Supply |
| VoIP | Voice over Internet Protocol (digital voice service) also known as IP Voice |

| | |
|---|---|
| VRI | Voice Reinjection - Is a mechanism to route voice signals from a digital voice (VoIP)service onto the existing home telephone wiring to analogue devices |

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